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DATE 10/18/77

MEMORANDUM FOR: Mr. Bannerman

SUBJECT : Request for Position Ceiling Increase in Central Processing Branch, Office of Personnel

REFERENCES : (a) Memo dtd 15 Feb 67 to D/Pers fr DD/S, subj: "Revised Fiscal Year 1967 Position Ceilings"

(b) Memo dtd 31 Jan 67 to DD/S fr D/Pers, subj: "Request for Position Ceiling Increase in Central Processing Branch, Office of Personnel"

1. This memorandum suggests action on your part; this action is contained in paragraph 5.

2. In paragraph 2 of reference (a), you expressed your decision to reserve a determination on an increase for the Central Processing Branch until the undersigned had reviewed the Branch's requirements and procedures. A somewhat cursory review has been completed.

3. The Central Processing Branch is one of the few components in the Agency jointly staffed by the Support Services to provide a single service point for Agency personnel. It is imperative that we put our best foot forward through manner of performance and efficiency of operation in providing this important service.

4. The Branch is in trouble; I would like to discuss four main areas of concern:

a. Supervision/Direction

The Branch is under continuous pressure to accept more and more functions and responsibilities; i.e., the handling of invitee travelers, processing contract agents and contract employees, and processing personnel under compartmented cover who have heretofore been processed by individual Divisions or Staffs. I feel that the Branch has fallen heir to some duties and responsibilities without responsible officials really "pricing out" what this means to the Branch in terms of workload, personnel strength, or number of individuals in movement through the Branch. I refer here specifically to invitee travel and the accession of the Personal Property Section which was formerly

a part of the Passenger Movement Branch, Office of Logistics. In the latter case the Office of Logistics transferred six slots and personnel in the very junior grades; the Office of Logistics retained the slots of the three senior people in the Passenger Movement Branch and the clerk steno. The result has been that a GS-10 Logistics careerist is attempting to accomplish the functions formerly handled by a GS-13/Chief, GS-12/Deputy Chief, and a GS-11/Special Projects Officer.

The present Chief of the Branch is now in his third browbeaten tour as Branch Chief; he has certainly contributed all that can be reasonably expected from him. Further, he operates as one of the Branch Chiefs of the Benefits and Services Division, Office of Personnel, and must compete with the other Branch Chiefs of the Division for the attention and backing of the Division Chief; the very function is alien to the main thrust of this Division. The result is that the Branch Chief does not secure access to the Office of Personnel front office where he might expect that more emphasis would be given to his recommendations for the solution of Branch problems.

b. Table of Organization



I have already mentioned the problem of the Personal Property Section Chief, but an additional problem exists in that this Section is now physically separated from the rest of CPB, necessitating preparation of memorandums, notes, etc., to be passed back and forth between the Travel Section and the Personal Property Section. It has been proposed that these two Sections be merged, but this very necessary step can only be accomplished when space is made available. The merger of these two Sections will give sufficient strength to the renamed Transportation Section so that no increase in slots will be needed.

The present Personnel Section also seems to be adequately staffed.

The Finance Section, with its tremendous increase in invitee processing and additional duties, does need another Finance Technician.

c. Space

The Branch is now jammed into a most insufficient area which not only provides poor working conditions for its personnel but leaves a poor impression on visitors. The last written request that I have located for a space increase was made in June and July of 1965, although I believe that oral requests have been made since that date. In any event, the Branch should be allocated sufficient space for all its personnel (including Personal Property Section) in a more adequate and pleasant arrangement. With the advent of the Ames Building Processing Center, I would suggest that the apparently seldom-used interviewing rooms now assigned to Medical Services be considered as a source of additional space for Central Processing Branch.

d. Procedures

There are many things which should be studied at this time with respect to the whole Central Processing Branch operation. For example:

(1) [] effectively locks the Branch into [] Travel and does not provide realistic emergency relief for the handling of crash deals.

(2) Domestic travel seems to me to involve too much hand-holding; I think that much of the current personalized service for simple domestic trips could be eliminated.

(3) Invitee travel is essentially a voucher preparation and payment function which could be relocated to the Central Travel Branch or some place else within the Office of Finance.

(4) Much of the traveler's time in Central Processing could seemingly be eliminated by the introduction of an information form which would be filled out by the traveler before he reports to the Branch for processing. Such a proposed form exists and is being experimented with.

(5) Commuted travel should be looked into before more problems arise with it. Individual Divisions are now submitting schedules of expenses to be allowed travelers proceeding abroad by various travel methods to their PCS posts. Differences in per diem allowances, for example, for travel within the continental United States already exist

as between area Divisions. It would seem to me that all travelers within the continental U. S. should be treated more or less the same with respect to allowances, modes of travel, etc.; the differences to be determined by individual Divisions should exist only in that portion of travel outside the United States.

(6) The question of how much back-up should be provided by the technical Office--i.e., Finance, Logistics, etc.--should be reviewed. There are indications that some Offices would like to cut the umbilical cord between the personnel of Central Processing Branch and the parent Office. To do so would mean that the home-office technical expertise would then have to be transferred to personnel of Central Processing Branch; this I believe is the wrong concept. Personnel in CPB who are in contact with the traveler should merely be carrying out the coordinated policies, requirements, and procedures as delineated by senior professionals of the Office possessing the basic technical responsibility.

Personnel designing machine systems for the Support Services expect to work on the Central Processing Branch machine problem this summer. There would seem to me to be no better time to review the items mentioned above, the requirements for statistics, the abolition, redesign or design of new forms, etc., than during this period. Once reviewed, a strengthened Branch management should be able to stay current.

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5. It is suggested that:

a. Three additional ceiling slots be allocated to the Central Processing Branch to accommodate a Deputy Chief of the Branch, a Finance Technician, and an on-board technician of the Personal Property Section who currently lacks a CPB/TO position.

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b. Sufficient space be allocated to the CPB to encompass the entire Branch including the now separated Personal Property Section.

c. The Director of Personnel be requested to:

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(1) review the possibility of assigning a younger, more aggressive officer as Chief/Central Processing Branch, and

(2) review the possibility of restructuring his organization to provide direct access for the Chief/CPB to the Director or Deputy Director of Personnel.

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d. A task force be formed with representation from the Offices of Personnel, Finance, and Logistics to review the current functions and procedures of the Central Processing Branch with a view toward updating and streamlining these procedures.



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